

Ossett Surgery
01924 232400

Option 1 –
Emergencies

This line is reserved for Healthcare Professionals. Patients who have had an accident or have an emergency such as chest pains are advised to dial 999.

Option 2 –
Appointments

Option 1 –
Same Day
appointments
or home visits

Please call at 8am or at 12pm on the morning or afternoon you wish to book an appointment. The lines can be busy with up to 100 calls queuing at our peak times. There are multiple call handlers and a call back facility to save you having wait on hold to speak to one of our specially trained care navigators. A full message will be present on this option once we are routinely full for that morning or afternoon session however, if you feel your medical need is urgent for today, please hold the line.

Option 2 –
Routine Nurse
or Blood Test
Appointments

This option will be closed between 8am to 9am and again between 12pm to 1pm whilst we manage all our same day appointment requests. These appointments can be pre-booked up to 6 weeks in advance.

Option 3 –
Enquiries

This line is closed between 8am to 9am and 12pm to 1pm whilst we manage all our same-day appointment requests.

Option 4 – Test
Results

This line is open from 1pm each day.

Option 5 –
Prescriptions
Queries

This line is open from 9am to 12pm daily. Please note that we do not take routine prescription requests over the phone. These can be made online via the NHS app, or by email at wycb-wak.ossettsurgery@nhs.net. Please note it can take 48 hours for us to process a prescription and then another 48 hours for your community pharmacy to dispense your items. Standard medication items can be ordered up to 2 weeks in advance.